



COMMANDER, CARRIER GROUP TWO

March 26, 2004

Dear Mr. Thompson,

I would like to personally thank you and your department for setting other jobs aside in order to assist my staff in developing Memorial products to honor our fallen shipmate, Petty Officer Tameca Holloway. The quick turnaround of such excellent work was greatly appreciated by my staff, Petty Officer Holloway's family, friends and shipmates.

Again, thank you and keep up the great work!

Sincerely,

T. J. Kilcline, JR
Rear Admiral, U.S. Navy

DEFENSE LOGISTICS AGENCY
Mr. Bill Thompson
1641 Morris St, Bldg KBB
Norfolk, VA 23511

Thompson, William (DAPS)

From: Reece, Raeanne (PWCNORVA) [ReeceRC@PWCNORVA.NAVY.MIL]
Sent: Thursday, April 22, 2004 6:12 PM
To: 'Thompson, William (DAPS)'
Cc: Copeland, Judy (PWCNORVA)
Subject: RE: Cox Retirement Programs are ready for pick up.

You are AWESOME!!!!!!!!!!!!

Thanks,
RAEANNE REECE
Head, Support Services Department
Code 120
(757) 444-2454, ext. 3085-DSN 564-2454, ext. 3085
FAX 444-7989

> -----Original Message-----
> From: Thompson, William (DAPS) [SMTP:William.Thompson@dla.mil]
> Sent: Thursday, April 22, 2004 4:11 PM
> To: Reece, Raeanne (PWCNORVA)
> Cc: Copeland, Judy (PWCNORVA)
> Subject: Cox Retirement Programs are ready for pick up.
>
> The retirement programs for CDR Cox are ready for pick up.
>
> Job number: 09802646
>
> Shelf number: 4
>
>
>
> Thanks, Bill
>
>
> William R. Thompson
> DAPS Norfolk Office Group
>
> 4447724 Ext. 27
>
> william.thompson@dla.mil <mailto:william.thompson@dal.mil>
>
>
>

Thompson, William (DAPS)

From: Robles, Eddie LT NPDC N002A [eddie.robles@navy.mil]
Sent: Tuesday, March 23, 2004 4:17 PM
To: Thompson, William (DAPS)
Subject: RE: Mueller Retirement Programs are ready for pick up.

Bill,

Just wanted to take a minute to express my appreciation for your expeditious customer service. Thanks again for your outstanding support!

R/
LT Eddie Robles
Admin/Security Officer
Naval Personnel Development Command
(757) 444-2996 x3030

-----Original Message-----

From: Thompson, William (DAPS) [mailto:William.Thompson@dla.mil]
Sent: Monday, March 22, 2004 9:36
To: Robles, Eddie LT NPDC N002A
Subject: Mueller Retirement Programs are ready for pick up.

Your programs are ready for pick up.
Job number: **07502346**
Shelf number: **4**

Thanks, Bill

William R. Thompson
DAPS Norfolk Office Group
4447724 Ext. 27
william.thompson@dla.mil

-----Original Message-----

From: Robles, Eddie LT NPDC N002A [mailto:eddie.robles@navy.mil]
Sent: Friday, March 19, 2004 8:32 AM
To: Thompson, William (DAPS)
Subject: RE: MUELLER PROGRAM

Bill no changes to the proof. Do I still have to drop off the proof?

R/
LT Robles

-----Original Message-----

From: Thompson, William (DAPS) [mailto:William.Thompson@dla.mil]
Sent: Friday, March 19, 2004 8:33
To: Robles, Eddie LT NPDC N002A
Subject: RE: MUELLER PROGRAM

3/24/2004

Boatright, Myrna (DAPS)

From: YN1 Decker, R [rdecker@shreveport.navy.mil]
Sent: Wednesday, February 11, 2004 7:05 PM
To: Boatright, Myrna (DAPS)
Subject: RE: Business Card Job

Thank you so much for all your help with this. You are the best.

V/R
YN1(SW) Decker
USS SHREVEPORT (LPD 12)
Ship's Office LPO

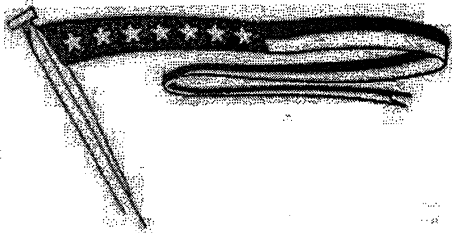
-----Original Message-----

From: Boatright, Myrna (DAPS) [mailto:Myrna.Boatright@dla.mil]
Sent: Tuesday, February 10, 2004 11:18 AM
To: rdecker@shreveport.navy.mil
Subject: Business Card Job

Your cards are done and will be on shelf #1. Please bring your job order #(04001820) with you when you come and let the person assisting you know it's on shelf 1.

Thanks, Myrna

*Myrna Boatright
DAPS Norfolk
4447724 X27
myrna.boatright@dla.mil*



April 12, 2004

Dear Ms. Myrna Boatwright,

We, the Sailors in USS NASHVILLE, would like to take this opportunity to express our sincere appreciation for your dedicated efforts in providing quality service in direct support of NASHVILLE's Change of Command 2004.

Your professionalism and patience in helping to coordinate the last minute additional invitations was amazing. You produced beautiful results, and made a potentially stressful situation, a very controlled one. Your flexibility and your meticulous work is a true credit to you, and we appreciate the dedicated effort you put forth to complete our job with the highest attention to detail.

I would like to personally commend you on a job well done. You contributed to a smooth and polished ceremony, and we look forward to working with you again. Thank you for a JOB WELL DONE!!!

D. G. WATSON
Captain, U.S. Navy
Commanding Officer

Boatright, Myrna (DAPS)

From: Holland, Robin CIV FCTCLANT [robin.holland@navy.mil]
Sent: Monday, June 28, 2004 8:56 AM
To: Boatright, Myrna (DAPS)
Subject: RE: COC Job

You're the best Myrna! Thank you for making my job easier. Robin

Robin Holland
Training Support Center Hampton Roads
Public Affairs Officer
1912 Regulus Avenue
Va. Beach, VA 23461
492-6027

-----Original Message-----

From: Boatright, Myrna (DAPS) [mailto:Myrna.Boatright@dla.mil]
Sent: Friday, June 25, 2004 15:55
To: Holland, Robin CIV FCTCLANT
Subject: COC Job

Robin, your job is done. When you come to pick up, don't forget the job number (16903594). It will be located on shelf #33. One box.

Thanks, Myrna

Myrna Boatright

DAPS Norfolk

4447724 X27

myrna.boatright@dla.mil

Royals, Richard (DAPS)

From: Reinhardt, Anthony M SK1 (ATGL N01A) [ReinhardtAM@atgl.spear.navy.mil]
Sent: Tuesday, April 27, 2004 9:57 AM
To: 'earl.waddell@dla.mil'
Cc: 'boatright@dla.mil'; 'william.thompson@dla.mil'; 'RICHARD.ROYALS@DLA.MIL'
Subject: OUTSTANDING CUSTOMER SERVICE

Mr Waddell,

Again I wanted to express my sincere appreciation for what your team has done for me and ATG Atlantic as a whole. In particular, I would like to say a special thank you to Richard Royals, Bill Thompson and Myrna Boatright. They have been a GREAT asset to assisting me in suggesting different ways in saving my command much money. They have given me tidbits of information everytime I have come by to pick up my finished jobs. They truly are the sellers to us in the fleet. They take good care of us and keep us straight.

One question for you if I may. Is there any way of producing a small users guide to assist us when requesting a job to be completed? Maybe a guide book of some sort. The three mentioned above are constantly giving me advise and guidance, but it would be great to know it ahead of time and not have to make corrections and take up their time to ask them. I did not know if there was something out there to go by.

Finally is there any training held at Daps to learn more about how to navigate through the Online ordering and managing the program? Or is it individual training only? Who is the point of contact for this?

Again thank you to the staff you have they are always smiling and willing to assist in any way possible to make our job easier. Thank you to ALL of you.

R/
SK1 Tomy Reinhardt

Royals, Richard (DAPS)

From: WATSON, OS1-MARCO [OS1-MARCO.WATSON@CNET.NAVY.MIL]
Sent: Tuesday, March 30, 2004 3:18 PM
To: 'richard.royals@dla.mil'
Subject: FW: Thank you.....you and your Production Team.

> -----Original Message-----

> **From:** WATSON, OS1-MARCO
> **Sent:** Tuesday, March 30, 2004 3:17 PM
> **To:** 'earl.waddell@dla.mil'
> **Subject:** Thank you.....you and your Production Team.

>

>

>

> Sir,
> The ASW/ASUW Tactical Air Controller (ASTAC) Course of Instruction
> Staff, would like to send our sincere thanks to you and your staff for
> an outstanding job. Also for prompt and the most professional service
> in arranging and printing of our much need student guides. Again
> thank you and special thanks to your Production Leader Mr. Richard
> Royals.

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>

> OS1(SW) WATSON, M.
> LPO ASTAC COI
> SUBLRNFAC NORFLOK
> 1915 C AVENUE
> NORFOLK, VA 23511
> PHONE: 444-1656 EXT 360
> EMAIL: OS1-MARCO.WATSON@CNET.NAVY.MIL

>

>

Royals, Richard (DAPS)

From: Simonds, Mark CTR BEARINGS [mark.simonds@navy.mil]
Sent: Tuesday, March 30, 2004 9:45 AM
To: earl.waddell@dla.mil
Subject: Just wanted to say "Thanks"...

Sir,

Just wanted you to know that I was extremely impressed with the service I received from DAPS the other day. I had a printing request for 300 Student Guides (Job #07702359) for the BEARINGS program, for which I am the Program Manager.

Mr. Richard Royals met me at the front door and escorted me to his office, where he explained everything in great detail. He was courteous and very professional. He also offered to place my 260 page Student Guide on CD, so in the future if there were any changes required, I can just email him to update the Guide. This makes my life so much easier!

Again, thanks for a great experience. It's nice to know there is still a thing called "customer service" out there.

Regards,

Mark Simonds

BEARINGS Program Manager

mark.simonds@navy.mil
www02.clf.navy.mil/bearings

(757) 444-0348
(757) 445-7353 X1020/1021
Fax: 445-0874
DSN: 564/565

Resource Consultants, Inc.
simondsm@msn.com
www.resourceconsultants.com

7/13/2004

Royals, Richard (DAPS)

From: wthreatt [wthreatt@cox.net]
Sent: Sunday, March 21, 2004 9:43 PM
To: earl.waddell@dla.mil
Subject: Outstanding service

Dear Sir,

I'm emailing you to comment on the outstanding service I've been receiving from DAPS Norfolk. They have been quick to resolve all print quality issues I've had and have on several occasions went above the call of duty to get important print jobs done on short notice. Richard Royals, Myrna Boatright, Ella, and the entire staff there are to be commended on there customer service and print quality. I look forward to further superb service and quality.

Sincerely,
IT1 Threatt
FCTCLANT DET Norfolk
757 444-1262 (3050)
warren.threatt@navy.mil

7/13/2004